



November 25, 2005

Marlene H. Dortch
Secretary
Federal Communications Commission
445 Twelfth St., SW
Washington, DC 20554

**RE: E-911 Requirements for IP-Enabled Service Providers, WC Docket
No. 05-196; IP Enabled Services, WC Docket No. 05-196**

Dear Ms. Dortch:

I am writing on behalf of Front Range Internet, Inc. ("FRII"), a provider of managed Voice over Internet Protocol ("VoIP") services. The purpose of this letter is to provide a compliance report on the status of FRII's implementation of E-911 service via our service providers, Qwest Communications International Inc. and New Global Telecom, Inc., as required by the First Report and Order in the above-captioned proceedings, FCC 05-116, 20 FCC Rcd 10245 (released June 3, 2005) ("*Order*"); Public Notice, "Enforcement Bureau Outlines Requirements of November 28, 2005 Interconnected Voice Over Internet Protocol 911 Compliance Letters", WC Docket Nos. 04-36, 05-196, DA 05-2945 (released Nov. 7, 2005) ("*Public Notice*"). This letter provides background information about FRII, and then responds to each of the specific information requests outlined in the *Public Notice*.

Background on Front Range Internet

FRII sells interconnected VoIP to residential and enterprise end-users. FRII has provided Internet communications services and information services since 1995. In 2003, FRII launched its VoIP services, and in 2005, FRII launched a VoIP offering under the brand name "SureRing™." As of October 2005, FRII is providing VoIP services to 45 customers (over 1200 TNs) generating over 1,000,000 minutes of voice traffic per month (inclusive of both IP and PSTN minutes). FRII provides service throughout the United States.

The SureRing™ product suite includes: (1) hosted application server with comprehensive feature sets for residential and enterprise segments of the market; (2) nationwide origination and worldwide termination; (3) direct inward dialing ("DID") numbers; (4) local number portability; (5) Directory Assistance, Directory Listing, and TRS services; (6) audio and web conferencing, including on-demand multi-party voice conferencing with optional web meeting and document sharing; (7) integrated OSS and billing functionality; (8) customer premise equipment ("CPE") support; (9) and network consulting and training support. Customers that buy SureRing™ services have the option of purchasing packages ranging from basic dial tone to feature-rich bundles that include hunt groups, selective call handling, unified messaging, remote call features, web calling interface, hosted PBX features and voicemail services. The

services allow for nomadic ability (*i.e.*, enabling end-users to access their VoIP service when they are traveling away from their primary place of use) as well as non-native telephone numbers (*i.e.*, enabling end-users to use phone numbers that are associated with locations other than their primary place of use).

Prior to the effective date of the *Order*, FRII has been providing its customers access to 911-type services. FRII has provided notice of the limitations of its 911-type services to all of its customers, both new and existing, pursuant to ¶ 48 of the *Order*. ¹/ FRII timely received affirmative acknowledgements from 100% of its SureRing™ service customers on or before July 29, 2005, and therefore did not file for an extension with the FCC. FRII also distributed warning stickers or other appropriate labels warning subscribers of the 911 limitations and continues to do so for all new customers..

FRII is committed to implementing the *Order*'s requirements, since having a fully functional E-911 service in the United States is essential not only for commercial reasons, but to promote public safety. In mid-2004 FRII recognized the need for an E-911 solution. FRII believed that Intrado was the furthest along in developing a service with the capabilities FRII required. FRII began providing E-911 services to customers utilizing Qwest Communications International Inc. (Qwest) numbers in Q2, 2005 and FRII contracted with New Global Telecom, Inc. (NGT) for numbers starting in Q1 of 2005 as well; both providers contracted with Intrado for these services.

After the *Order* was released, FRII began reworking the E-911 solution with NGT and Qwest in order to comply with the *Order*. This has been a very difficult and time-consuming process, and FRII has dedicated large amounts of resources to work toward a final solution.

1. Description of FRII's E-911 Solution.

FRII's E-911 service" primarily utilizes Intrado's network capabilities through Qwest and NGT to provide a compliant E-911 service for VoIP 911 calls. FRII will be able to provide its customers with E-911 services to facilitate fully compliant E-911 connectivity to those PSAPs where FRII via its underlying providers have the necessary access to the PSAPs. The Public Notice includes several bulletpoints specifying the information that the VoIP providers must submit in their Compliance Letters. *Public Notice* at 3-4. The first of these bulletpoints requires

¹ / These limitations include the unavailability of 911 services to end-user subscribers whose assigned telephone numbers are outside of the geographic rate center associated with such telephone number, to end-user subscribers that relocate their VoIP calling devices locations away from the registered subscriber location associated with such telephone number; and to subscribers that fail to provide timely updates to their location information as required to enable that information to be registered in the relevant databases. In addition, the 911 services supported by FRII's platform are not available in the event of (i) an outage, degradation or other disruption of electric power at the subscriber location (ii) an outage, degradation or other disruption of the subscriber broadband Internet connection (iii) a suspension of an account as a result of nonpayment or other material breaches. In addition, pending the development of E-911 services as discussed below, the limitations include a disclosure that some 911 calls will terminate to a general or administrative line, that such calls may or may not be answered by operators specifically designated to receive the incoming 911 call, and that there may be a greater possibility that the general or administration line may produce a busy signal or will take longer to answer or not be answered at all.

information regarding the percentage of the provider's end-user subscribers to whom the provider is able to provide 911 service in compliance with the rules established in the *Order*. As of November 28, 2005, FRII expects to have its fully compliant E-911 service available for approximately 50% of current VoIP end-users, increasing to approximately 60% coverage of those current VoIP end-users by the end of 2005. As a result, some VoIP end-users will be without access to E-911 service in compliance with the *Order* after January 1, 2006, however these VoIP end-users will have access to NGT's SafeCall® Operator Assisted 911 Service for NGT numbers. This number will be reduced as NGT expands the geographic areas served by its SafeCall® E-911 services.

a. 911 Routing Information/Connectivity to Wireline E-911 Network.

The first sub-bullet under the first main bulletpoint in the *Public Notice* requires a statement as to whether the provider is transmitting 911 calls to the appropriate PSAP (or other appropriate destinations) using the Selective Router, the trunk lines between the Selective Router and the PSAP, and such other elements of the Wireline E911 Network as are necessary. FRII will be able to provide its customers with E-911 services to facilitate fully compliant E-911 connectivity to those PSAPs where FRII via its underlying providers has the necessary access to the PSAPs.

FRII expects that over 99% of the VoIP-originated 911 calls within FRII's E-911 coverage area are transmitted via the appropriate Selective Routers and other components of the Wireline E-911 Network (most remaining VoIP-originated 911 calls are transmitted via the PSTN using NGT's SafeCall® Operator Assisted 911 Service due to limitations in PSAP capabilities – see the NGT Compliance Letter dated November 17, 2005). FRII's coverage area includes the then-current coverage area of NGT's SafeCall® for NGT provided numbers and Denver, CO (303/720) rate centers where E-911 is available to DNVRCOMA as well as Fort Collins, CO (970) rate centers where E-911 is available to FTCLCOHM.

The *Public Notice* also directs providers to quantify the number of Selective Routers to which it has interconnected, directly or indirectly, as of November 28, 2005. As of that date, FRII is interconnected with over 150 Selective Routers and 2500 PSAPs via its relationship with Intrado through Qwest and NGT.

b. Transmission of ANI and Registered Location Information.

The second sub-bullet point in the *Public Notice* requires detailed information on whether the provider is transmitting the 911 callers' ANI and Registered Locations to all answering points that are capable of receiving and processing this information. In order to implement E-911 service, FRII with its customers are making the utmost effort to obtain and validate Registered Locations for every existing end-user VoIP subscriber. FRII is in the process of sending notifications to its customers that have Registered Locations within the initial E-911 coverage area. As required by the *Order*, all 911 calls from those subscribers will then be routed either via Selective Routers over dedicated lines or via the PSTN directly (for those PSAPs not utilizing 911 Selective Routers) to the appropriate PSAP for the subscriber's Registered Location along with the call-back number and location information (to the extent that the PSAP is capable of receiving and utilizing location information). FRII's efforts to obtain Registered Location information are discussed below.

The second sub-bullet also requested the following: (i) the percentage of PSAPs capable of receiving and processing ANI and Registered Location information; (ii) the percentage of end-user subscribers whose ANI and Registered Location are being transmitted when they place E-911 calls; and (iii) an explanation of why the provider is not transmitting the 911 caller's ANI and Registered Location to all PSAPs that are capable of receiving and utilizing location information, to the extent it is not able to do so. In response, FRII submits as follows:

- Item (i): FRII respectfully submits that it lacks the information needed to respond because, as noted above, FRII depends on Intrado for connectivity to Selective Routers, and does not have direct information regarding the percentage of PSAPs that are capable of receiving and processing ANI and Registered Location information.
- Item (ii): FRII respectfully submits that it lacks the information needed to respond because FRII depends on Intrado for connectivity to Selective Routers, and does not have direct information regarding the percentage of PSAPs that are capable of receiving and processing ANI and Registered Location information.
- Item (iii): As of November 28, 2005, FRII's E-911 Service is transmitting the 911 caller's ANI and Registered Location to PSAPs in its Coverage Area that are capable of receiving and utilizing location information.

c. 911 Coverage.

The third sub-bullet in the *Public Notice* requires the submission of information regarding the areas in which the provider is in full compliance with the *Order* and where it is not, as well as its plans for coming into full compliance, including its anticipated timeframes.

As of November 28, 2005, FRII is able to provide fully-compliant E-911 Service in 2,084 rate centers in 32 markets utilizing NGT and Qwest. This converts into being interconnected to

150 Selective Routers and 2500 PSAPs, most of which are capable of receiving ANI and Registered Location information. By January 2006, FRII expects to be interconnected to an additional 30 Selective Routers and 1000 PSAPs for an additional 1,781 rate centers in 20 additional markets via its relationship with Intrado through Qwest and NGT. By March 2006, this coverage is expected to increase to a total of 250 Selective Routers and 4000 PSAPs, and 400 Selective Routers by June 2006. ²/ The remaining locations are where the PSAPs either do not support E-911 in these locations (FRII will support basic or other 911 processes that these locations offer) or are in areas currently not scheduled for E-911 coverage until after June, 2006 and where FRII will not provide VoIP services until such E-911 coverage is available.

FRII fully realizes the importance and necessity to expand the Coverage Area for its E-911 service. FRII is working diligently with its providers, NGT and Qwest, to increase the coverage area for E-911 services. Intrado has released information that it has contracted with Qwest, SBC, and Verizon, and is currently working with other providers to enhance its own coverage. However, as the Commission is aware, adding additional network providers is a difficult and time-consuming process. Some network providers are wary of contracting to terminate E-911 calls from telephone numbers that are not directly provisioned by them, especially without legislated liability relief. While some network providers are willing to provide this, there are many operational, commercial, testing and technical issues that need to be resolved. Issues outside of FRII's control have been the most difficult to manage, whether it is managing work activities between vendors; waiting to acquire appropriate routing information, or waiting for PSAP testing (which requires coordination from at least four (4) entities). All have taken far longer than expected. A number of these issues have required multiple meetings per week for months by our providers just to understand the issues and to get to a viable solution. However, through these detailed and dedicated efforts, we expect that every month hereafter we will have significant growth in our incremental areas of coverage for E-911 services.

2. Obtaining Initial Registered Location Information.

The second main bullet point in the *Public Notice* requests detailed information on actions the provider has taken to obtain existing subscribers' current Registered Location and new subscribers' initial Registered Location, including dates, methods of contact, and percentages of subscribers from whom such information has been obtained. FRII has made it a policy with its customers that all end-users in the United States who will be utilizing E-911 services must have an initial valid Registered Location.

3. Obtaining Updated Registered Location Information.

The third main bullet point requires information on methods by which end-user subscribers can update their Registered Locations. FRII's E-911 service enables our customers' end-user subscribers to dial an 800 number into a call center in order to update their Registered Location to a valid postal address within Qwest and NGT's Coverage Area. FRII expects to

² / A detailed schedule of NGT's planned roll-out of SafeCall[®] E-911 Service is provided with NGT's Compliance Letter dated November 17, 2005.

offer this nomadic update capability universally via a web portal in the first quarter of 2006 (some numbers already support this capability). If an updated Registered Location is within FRII's coverage area for E-911, the subscriber will be notified that the Registered Location will be updated and validated and the subscriber will have VoIP service at this location, including fully compliant E-911 Service. In the event that the subscriber attempts to update the Registered Location to a location that is outside of the coverage area, the subscriber will be notified that E-911 service is unavailable at that location and service will be suspended (although an alternative form of 911 service, described below, will continue to be available) and will be reinstated when the address is subsequently updated back to a Registered Location within the coverage area for E911. ³/

4. Technical Solution for Nomadic Subscribers.

The fourth bullet in the *Public Notice* seeks a detailed description of the provider's technical solutions to ensure that subscribers have access to 911 service whenever they use their service nomadically. As noted above, the end-user subscribers to FRII's service provider customers have the ability to update their Registered Locations, and if they provide new Registered Locations within the coverage area for E-911 Service, they will have access to E-911 functionality that is fully compliant with the *Order*.

Additional Information Regarding FRII's Compliance Plan.

As required by the *Order*, prior to November 28, 2005 FRII plans to stop making available voice services for its service provider customers to sell to new end-user subscribers in areas outside the Coverage Area in which FRII provides fully compliant E-911 services. However, consistent with the AT&T, MCI, and Verizon compliance plans that the *Public Notice* "applauds" (at 5), FRII will continue providing service to pre-existing end-user subscribers with initial Registered Locations outside of FRII's then current E-911 coverage area. FRII will grandfather only these existing subscribers in these specific locations so that they can continue to use the voice services from their initial registered location while FRII diligently works with its providers to expand E-911 coverage into these areas. For these existing customers, FRII will provide assistance for the initial Registered Location that is outside of FRII's then current E-911 coverage area utilizing NGT's SafeCall®.

We note that the *Order* specifically notes that there is no requirement that VoIP providers provide an automatic detection mechanism to enable the providers to identify when a customer may have moved to a new location. *Order*, ¶ 46 & n.146. Thus, although the *Public Notice* mentions that the plans submitted by AT&T, MCI, and Verizon claim that those companies are developing such automatic detection mechanisms, *Public Notice* at 4, FRII has no plans at this time to implement such a capability, but will continue to review technologies and features to enhance its E-911 service offering. We also note that, while AT&T, MCI, and Verizon made commitments to make certain contributions to public safety oriented organizations, there is no

³ / NGT also intends to provide FRII with a means to check the availability of VoIP Services and SafeCall® E-911 for FRII's customers. A subscriber will be able to check an address prior to updating the Registered Location to validate the availability of voice services within a reasonable timeframe.

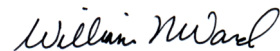
requirement in the *Order*, and no statement in the *Public Notice*, regarding VoIP providers' obligation to make such payments. FRII has no plans to make such contributions at this time.

Conclusion.

In sum, FRII is making good progress toward full compliance with the E-911 requirements of the *Order*, and is working diligently with its providers to complete its efforts by the November 28, 2005 deadline to the extent possible, and in all events as soon thereafter as possible.

If you have any questions or need any further information, please contact the undersigned.

Respectfully submitted,



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